

IAN ROBINSON

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SUMMARY

An accomplished and highly skilled IT manager with vast expertise in database management, project management, and software development. Utilizes outstanding technical skills to train and develop associates who contribute to productive teams. A focused and analytical top performer who contributes to the efficiency and profitability of an organization.

Data Application Services • Computer Operations • Programming/Applications Development • Agile Facilitation

EXPERIENCE

SMA TECHNOLOGIES, Houston, Texas

Manager of Technical Product Management, 2014-2021

Managed team of five to six technical product managers, most of whom worked remotely, with team tasked with delivering agent software for mainframes and midrange servers supported by company's workload automation software product. Guided project dependencies between personal team and team responsible for delivering Microsoft-based workload automation engine components of product.

- Retained individual contributor responsibilities as SQL Server database administrator and database developer for product database. Created and maintained all T-SQL scripts related to creation and upgrading of product database, implementing high-availability options such as replication and database mirroring, and general database maintenance tasks such as database and transaction log backups, DBCC checks, and index defragmentation.
- From June 2019 through January 2021, acted as Agile facilitator for team of developers assigned to development of companion product Deploy. Facilitated Agile ceremonies such as stand-ups, sprint planning, retrospectives, and grooming sessions as well as guided work prioritization and scheduling and team's daily use of Jira.
- Developed higher level of collaboration and communication amongst technical product managers than previously existed through introducing regular stand-ups and more structured and consistent development processes, using tools like Rally Software (now CA Agile Central) and Jira.
- Planned and executed successful migration of engineering department's work item data from Rally Software to Jira.
- Evaluated and approved or denied time-off requests, set and monitored goals and objectives, and conducted performance appraisals, one-on-one meetings, and remote team stand-ups.
- Developed and delivered several lunch-and-learn style presentations to entire engineering department to introduce and reinforce Agile concepts and practices and other soft skill topics, such as DiSC behavioral styles and workplace learning.

SMA TECHNOLOGIES, Houston, Texas

Development Manager, 2005-2014

Managed team of two to five developers responsible for development of Microsoft Windows-based applications in C#, C++, VB6, and T-SQL. Oversaw development of T-SQL scripts, stored procedures, and user-defined functions as well as Crystal Reports. Frequently worked directly with customer support technicians and automation consultants to troubleshoot problems and provide high level of both telephone and on-site product support to customers.

- Researched, introduced, and evangelized Agile development practices into organization.
- Collaborated with peers on planning and implementation management of changes to core data structures of OpCon workload automation solution involving pervasive changes to application and ultimately leading to significant increases in both usability and functionality of product.

ADDITIONAL EXPERIENCE

SMA TECHNOLOGIES, Houston, Texas, **Software Developer**, 2001-2005. Oversaw development of T-SQL scripts, stored procedures, and user-defined functions for use in conjunction with SMA Technologies' workload automation solution, OpCon. Developed Crystal Reports (versions 7 through 11). Frequently worked directly with customer support technicians and automation consultants to troubleshoot problems and provide high level of both telephone and on-site product support to customers. Involved in design and development of significant changes to core data structures of OpCon workload automation solution aimed at radically improving flexibility of product and aiding ability to respond quickly to requests for change by reducing amount of effort needed to provide storage for new data items.

NBS BANK, Durban, South Africa, **Database/Integration Manager**, 1996-2001. Managed team of four database administrators. Performed hands-on database design and administration and planned and executed database reorganizations. Provided support to application developers. Conducted sub-project management, system management of Forte ADE, and integration between Unisys 2200 and Open platforms.

NBS BANK, Durban, South Africa, **Systems Development Project Leader**, 1994-1996. Managed between three and seven developers (from junior programmer to senior analyst programmer levels). Developed, enhanced, and maintained COBOL applications in Unisys 2200 environment for mortgage loans business division as well as Q-Link applications for all business divisions. Provided technical support to all developers in COBOL programming environment, including DMS, TIP, HVTIP, and DPS. Named "IT Person of the Year" within company for 1994. Designed and implemented changes to mortgage loans systems that allowed mortgage loans staff to negotiate individualized interest adjustments with borrowers depending on factors such as risk, loan term, and credit score.

NBS BANK, Durban, South Africa, **Production Support Project Leader**, 1992-1994. Managed four developers. Supported production COBOL environments for following business applications: mortgage loans, short-term insurance, relationship banking, participation bonds, consumer finance, and bank reconciliation. Provided technical support to all developers in COBOL programming environment (including DMS, TIP, HVTIP, DPS). Developed, enhanced, and maintained Q-Link applications for all business divisions.

NBS BANK, Durban, South Africa, **Project Leader, Technical Support**, 1991-1992. Provided technical support to all developers in COBOL programming environment (including DMS, TIP, HVTIP, DPS). Developed, enhanced, and maintained Q-Link applications for all business divisions. Enhanced HVTIP online system to allow access from MAPPER via DTM/SCHDLR. Acted as liaison between application developers and technical services (systems programmer and database administration teams). Developed source control and program compilation utility used by all COBOL developers in systems development group to significantly raise confidence levels of operations team in integrity of source code and guarantee that new and updated source code only being pushed to production in controlled manner.

DATRONICS, INCORPORATED, Evansville, Indiana, **Technical Consultant**, 1991. Maintained several in-house business applications, using COBOL and DPS in Unisys 2200 mainframe environment for Datronics' client ALCOA.

DATRONICS, INCORPORATED, Harrisburg, Pennsylvania, **Technical Consultant**, 1988-1990. Utilized Unisys 1100/2200 mainframe environment for logical and physical database design and development, testing and maintenance, database reorganizations, and general technical troubleshooting. Assisted application developers in finding ways to improve database access performance and thus reduce running time of production jobs. Completed multiple database reorganizations successfully. Collaborated with one application development team in reducing processing time of one of their nightly batch processes from three hours to 45 minutes by recommending changes to database access strategies.

NATAL BUILDING SOCIETY (NBS), Durban, South Africa, **Technical Analyst/DBA**, 1984-1988. Performed Unisys DMS 1100 database maintenance and administration. Provided COBOL and DMS support to application development teams. Prepared disaster recovery procedures for DMS 1100. Designed and developed method to drip-feed transactions into system as alternative to running batch database updates, which reduced nightly batch processing time by two to three hours on typical night and ultimately allowed Natal Building Society to extend hours of availability of ATMs and later online banking to clients in push toward 24-hour banking.

NATAL BUILDING SOCIETY (NBS), Durban, South Africa, **Programmer**, 1982-1984. Performed ongoing maintenance and enhancements to multiple product systems within banking environment.

EDUCATION

UNIVERSITY OF NATAL, Durban, South Africa, **B.S., Computer Science**

AFFILIATIONS

ACM

Agile Leadership Network Houston

TECHNICAL SKILLS

Hardware: Windows Servers, Unisys ClearPath 2200, Unisys 2200, Unisys 1100, Unisys HMP IX ClearPath, Unisys 2200/544, Unisys Aquanta Servers

Operating Systems: Windows Server 2019/2016/2012/2010/2008/2003/NT 4.0, Windows Desktop 10/8/7/Vista/XP/95, Unisys Exec, Unisys OS2200, Windows 2000

Software: Microsoft: Office 365, Word, Excel, PowerPoint, Visio, SharePoint, Teams, OneNote, Outlook, Azure DevOps, SQL Server Management Studio, SQL Server Enterprise Manager, SQL Profiler. Atlassian: Jira Cloud, Confluence. Rally Software: Rally. SMA Technologies: OpCon (Workload Automation: Solution), Salesforce, Crystal Reports, Forte Systems Management

Databases: Unisys: DMS 2200, RDMS 2200, Microsoft Access, SQL Server 6.5/7.0/2000/2005/2008/2008 R2/2012/2014/2016/2017/2019, Sybase: Adaptive Server 10 and 11

Languages: T-SQL, COBOL (including TIP, HVTIP, and DPS), Q-Link, IQU-Plus-1